

FIG. 1A

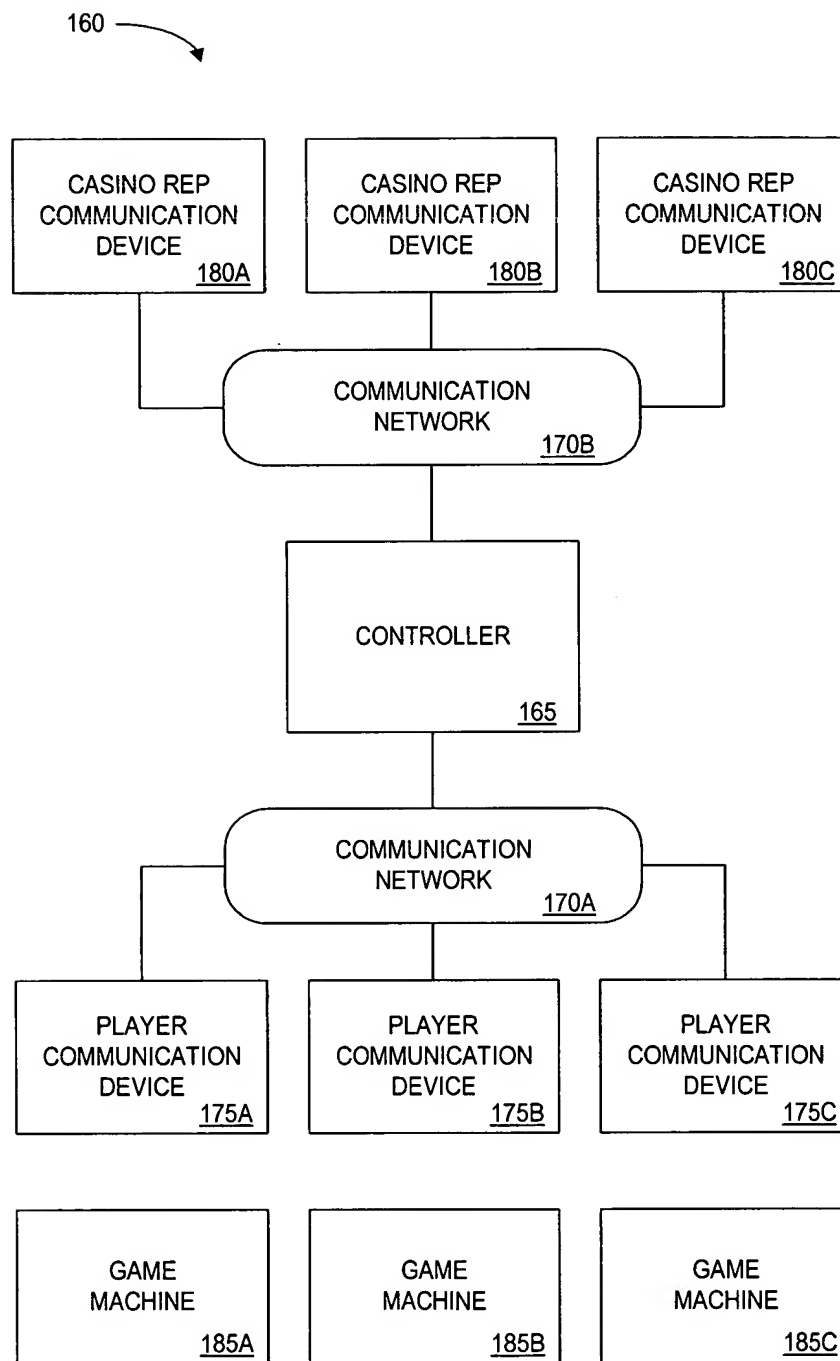


FIG. 1B

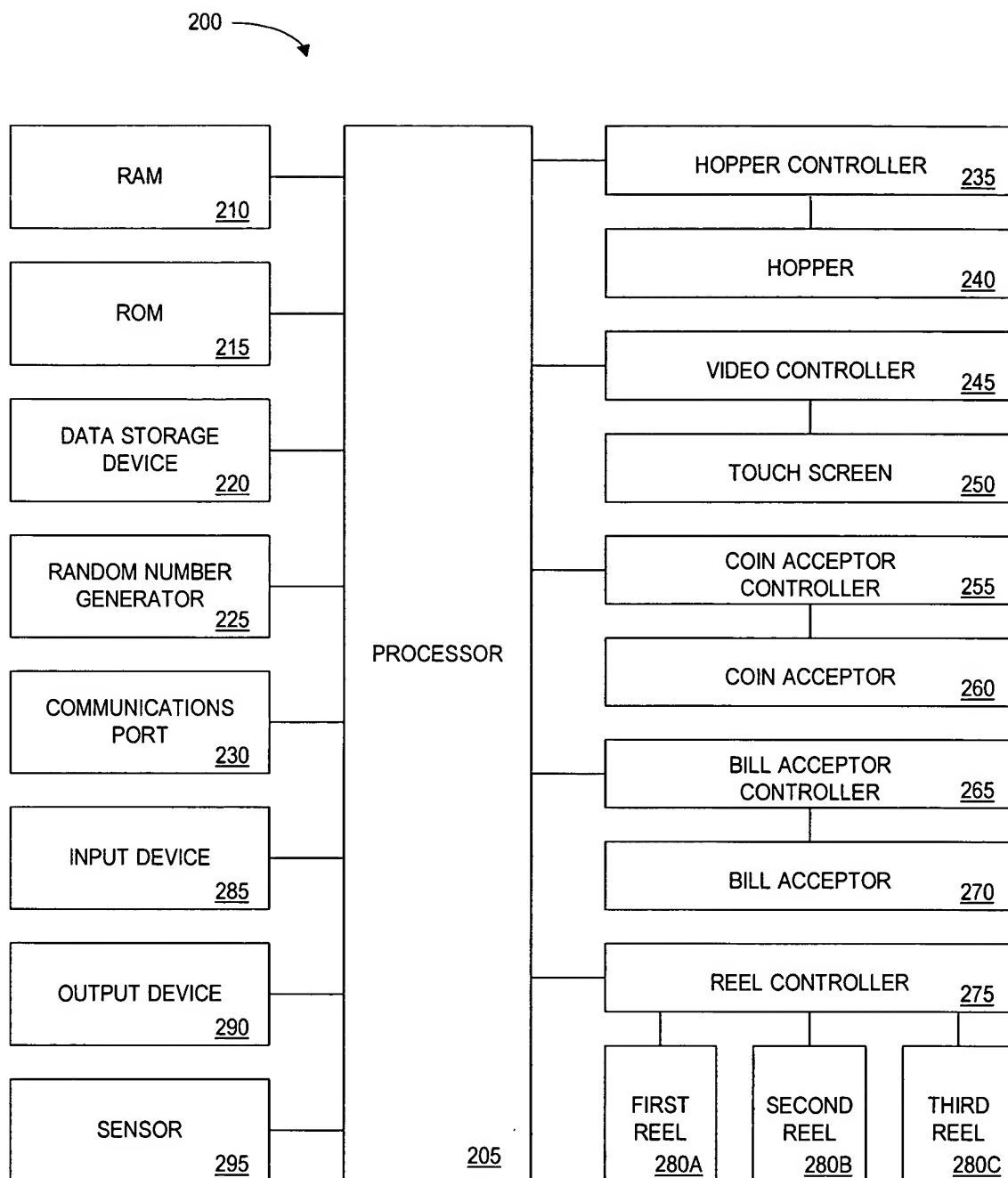


FIG. 2

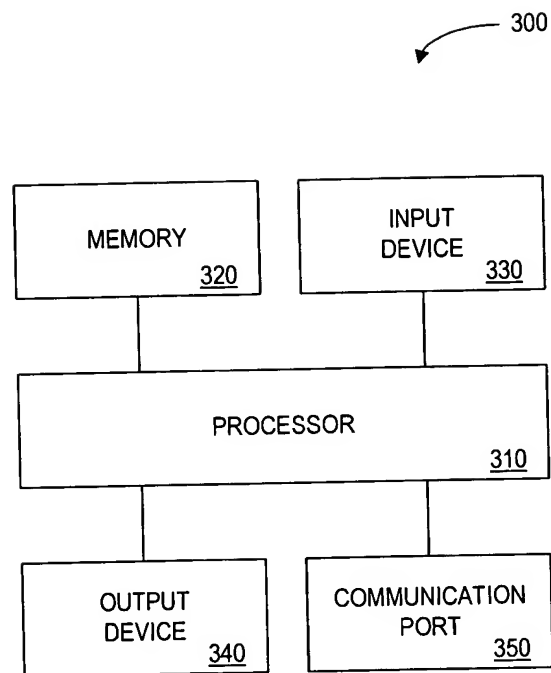


FIG. 3

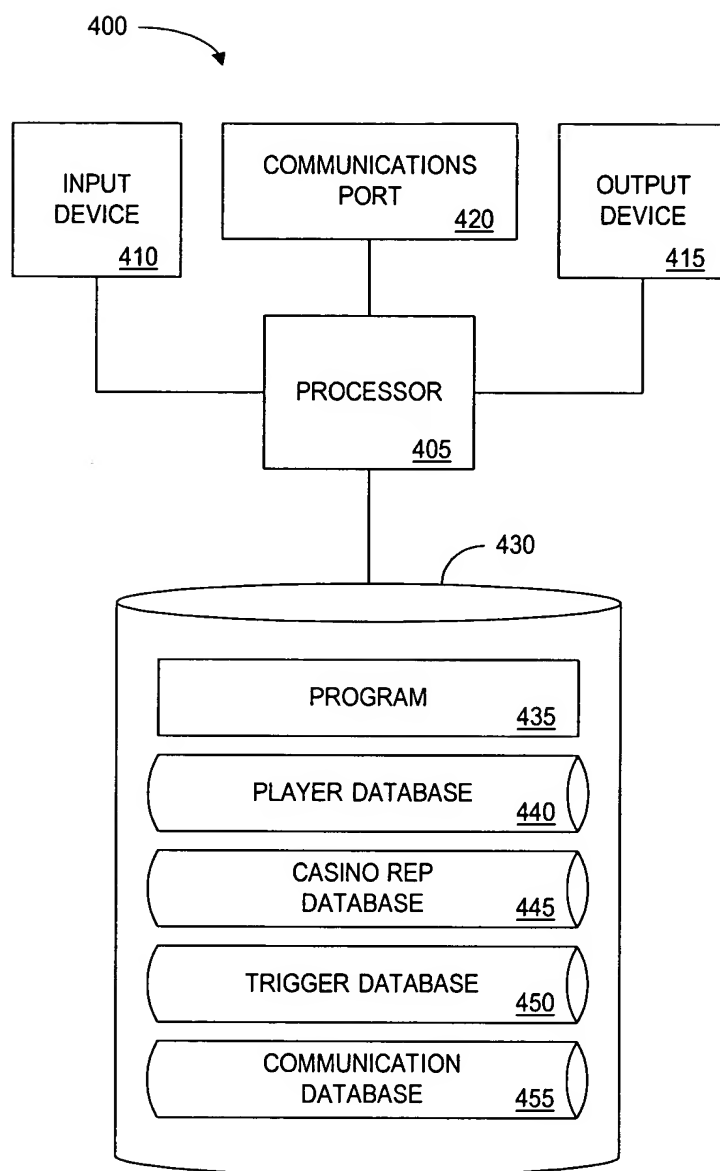


FIG. 4A

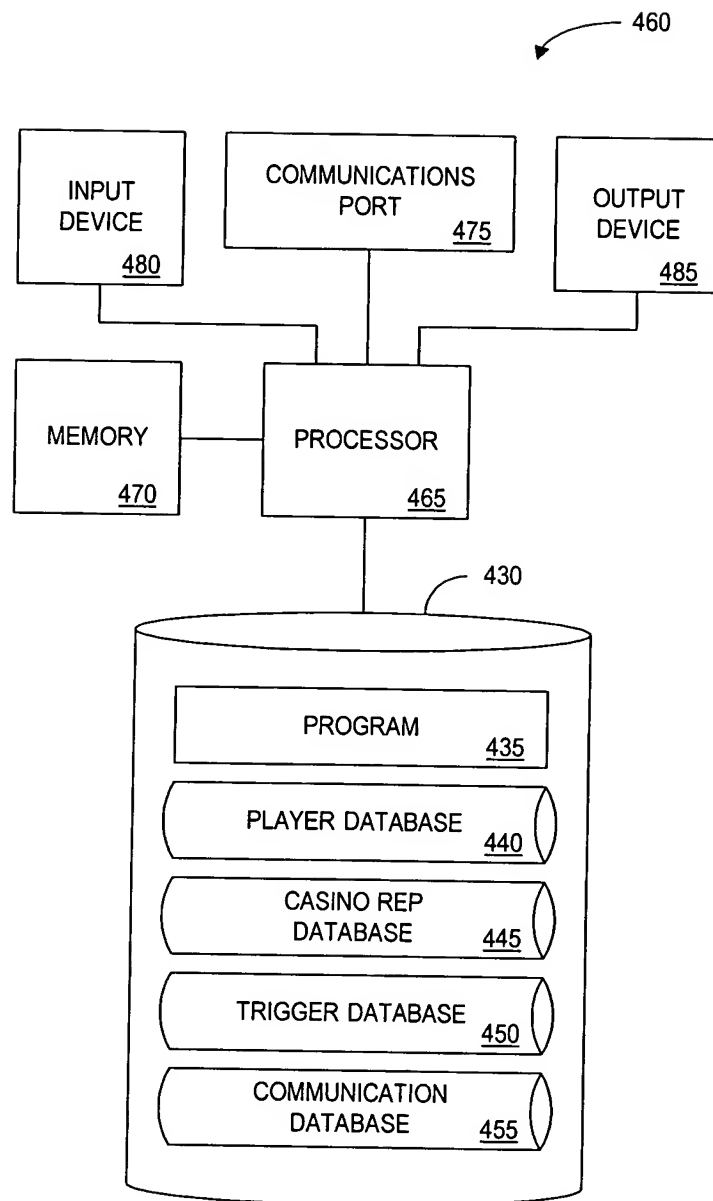


FIG. 4B

500

| PLAYER IDENTIFIER<br>510 | NAME<br>520 | COMP POINTS<br>530 | CURRENT ACTIVITY<br>540                     | NOTES<br>550                                                   |
|--------------------------|-------------|--------------------|---------------------------------------------|----------------------------------------------------------------|
| PLAYER-1-02834555        | ANNE RED    | 1,846 POINTS       | OPERATING SLOT MACHINE #12                  | ENJOYS TRAVELLING, HAS VISITED MEXICO THREE TIMES IN LAST YEAR |
| PLAYER-2-02834555        | JEFF YELLOW | 8,902 POINTS       | OPERATING VIDEO POKER MACHINE #57           | AGE 66, RETIRED MECHANICAL ENGINEER, LOVES GADGETS             |
| PLAYER-3-02834555        | JIM BLUE    | 579 POINTS         | OPERATING SLOT MACHINE #81                  | AGE 27, AVID READER OF SCIENCE FICTION BOOKS AND COMIC BOOKS   |
| PLAYER-4-02834555        | ANONYMOUS   | N/A                | OPERATING SLOT MACHINE #175                 | N/A                                                            |
| PLAYER-5-02834555        | JOHN GREEN  | 2,984 POINTS       | OPERATING COMP KIOSK #82                    | JUST BOUGHT A NEW HOUSE, HAS A SIX MONTH OLD BABY              |
| PLAYER-6-02834555        | MARY PURPLE | 3,371 POINTS       | PLAYING AT BLACKJACK TABLE #23, POSITION #2 | AGE 25, ENJOYS MOUNTAIN BIKING, DRIVES A 1983 TOYOTA TERCEL    |

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FIG. 5

600

| CASINO REP IDENTIFIER<br>610 | NAME OF CASINO REP<br>620 | SPECIALTY / TRAINING<br>630                                    | CURRENT ACTIVITY<br>640     |
|------------------------------|---------------------------|----------------------------------------------------------------|-----------------------------|
| C-REP-1-14379051             | ALICE                     | PRESENTING OFFERS AND BONUSES TO PLAYERS                       | ASSISTING PLAYER-1-02834555 |
| C-REP-2-14379051             | BOB                       | REMOTE ALTERATIONS TO GAME MACHINES; TYPES 80 WORDS PER MINUTE | ASSISTING PLAYER-2-02834555 |
| C-REP-3-14379051             | CARL                      | INSTRUCTION AND EDUCATION ABOUT BONUS ROUND MACHINES           | ASSISTING PLAYER-4-02834555 |
| C-REP-4-14379051             | DIANA                     | SPEAKS SPANISH FLUENTLY, CUSTOMER ACQUISITION OFFERS           | NOT BUSY                    |
| C-REP-5-14379051             | EDWARD                    | OFFERS RELATING TO TABLE GAMES, OFFERS TO WEALTHY PLAYERS      | ASSISTING PLAYER-6-02834555 |
| C-REP-6-14379051             | FRED                      | CONFLICT MANAGEMENT, DEALING WITH ANGRY PLAYERS                | NOT BUSY                    |

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FIG. 6



700

| TIME WHEN TRIGGER OCCURRED | 710 | TRIGGER THAT CAUSED PLAYER TO BE SELECTED                                                                        | 720 | PLAYER IDENTIFIER | 730 |
|----------------------------|-----|------------------------------------------------------------------------------------------------------------------|-----|-------------------|-----|
| 1:30PM 6/3/2002            |     | PLAYER INDICATED THAT HE WOULD LIKE TO EARN MORE CREDITS                                                         |     | PLAYER-1-02834555 |     |
| 1:32PM 6/3/2002            |     | PLAYER INSERTED \$50 BILL INTO VIDEO POKER MACHINE AND PLAYER HAS AT LEAST 5000 COMP POINTS                      |     | PLAYER-2-02834555 |     |
| 1:35PM 6/3/2002            |     | PLAYER REQUESTED A TOUR OF SLOT MACHINE                                                                          |     | PLAYER-4-02834555 |     |
| 1:35PM 6/3/2002            |     | CURRENT TIME OF DAY IS AFTER 6PM, AT LEAST 30 HOTEL ROOMS ARE UNOCCUPIED, AND PLAYER IS NOT STAYING AT THE HOTEL |     | PLAYER-5-02834555 |     |
| 1:37PM 6/3/2002            |     | PIT BOSS INDICATED THAT PLAYER SHOULD RECEIVE AN OFFER                                                           |     | PLAYER-6-02834555 |     |

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FIG. 7

800

| COMMUNICATION<br>DEVICE                                | DESCRIPTION OF COMMUNICATION                                                                                    | PLAYER            | CASINO REP       |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------|------------------|
| TELEPHONE<br>ON SLOT MACHINE #12                       | CASINO REP OFFERS PLAYER 100 CREDITS<br>TO SIGN UP FOR A NEW CREDIT CARD                                        | PLAYER-1-02834555 | C-REP-1-14379051 |
| CELLULAR PHONE BELONGING<br>TO PLAYER-2-02834555       | CASINO REP OFFERS PLAYER 1 FREE COIN<br>FOR EVERY 2 MINUTES THAT HE KEEPS HIS<br>CREDIT BALANCE ABOVE 200 COINS | PLAYER-2-02834555 | C-REP-2-14379051 |
| VIDEO PHONE ATTACHED TO<br>SLOT MACHINE #81            | NOT IN USE                                                                                                      | N/A               | N/A              |
| TOUCH SCREEN AND AUDIO<br>SPEAKER ON SLOT MACHINE #175 | CASINO REP INSTRUCTS PLAYER ON<br>HOW TO OPERATE SLOT MACHINE                                                   | PLAYER-4-02834555 | C-REP-3-14379051 |
| COMP KIOSK #82                                         | WAITING FOR NEXT AVAILABLE CASINO REP                                                                           | PLAYER-5-02834555 | UNASSIGNED       |
| PORTABLE PHONE<br>AT BLACKJACK TABLE #23               | CASINO REP OFFERS PLAYER 20 CHIPS FOR AGREEING<br>TO TEST DRIVE A FORD SOMETIME IN THE NEXT 30 DAYS             | PLAYER-6-02834555 | C-REP-5-14379051 |

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FIG. 8

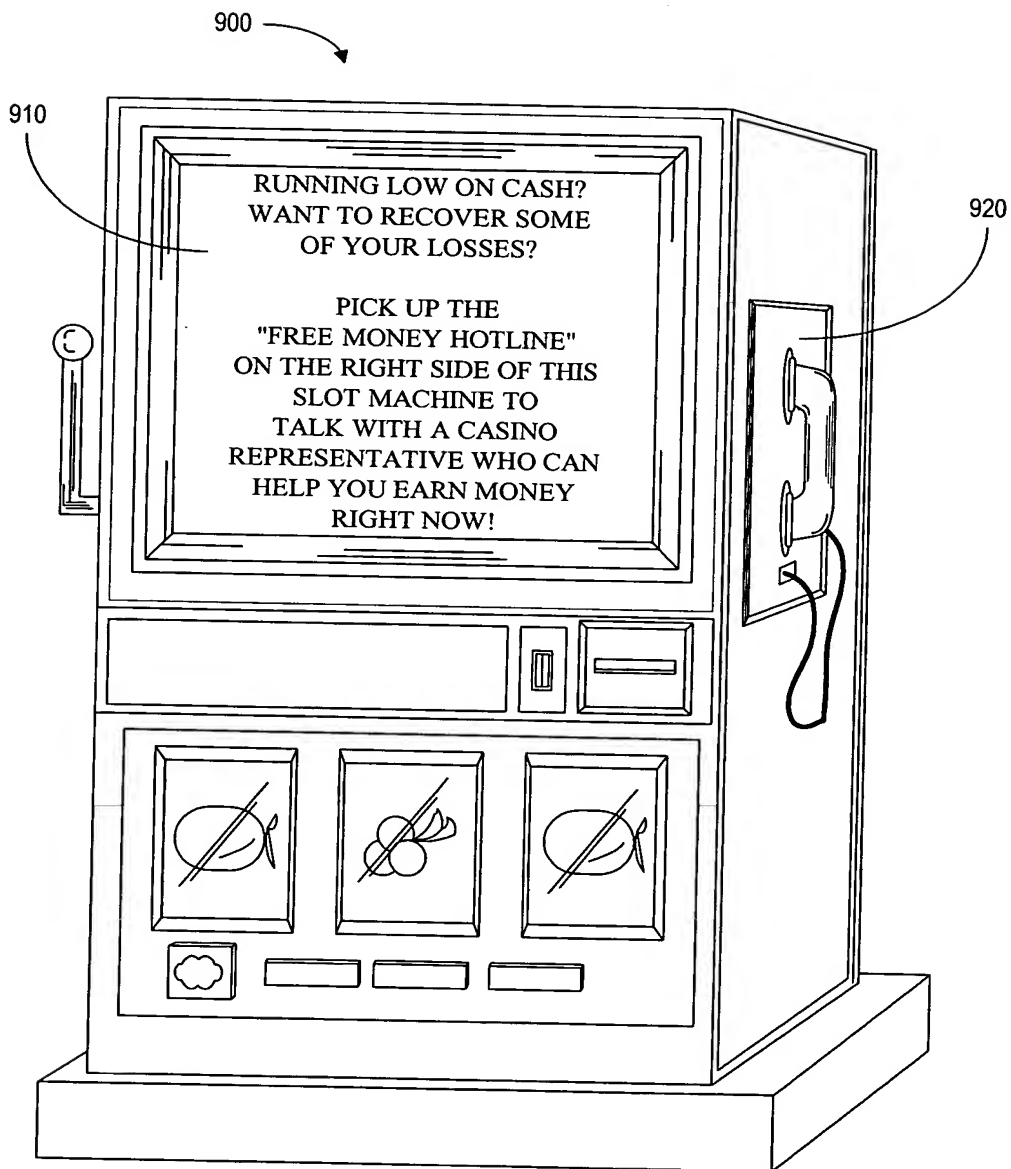


FIG. 9A

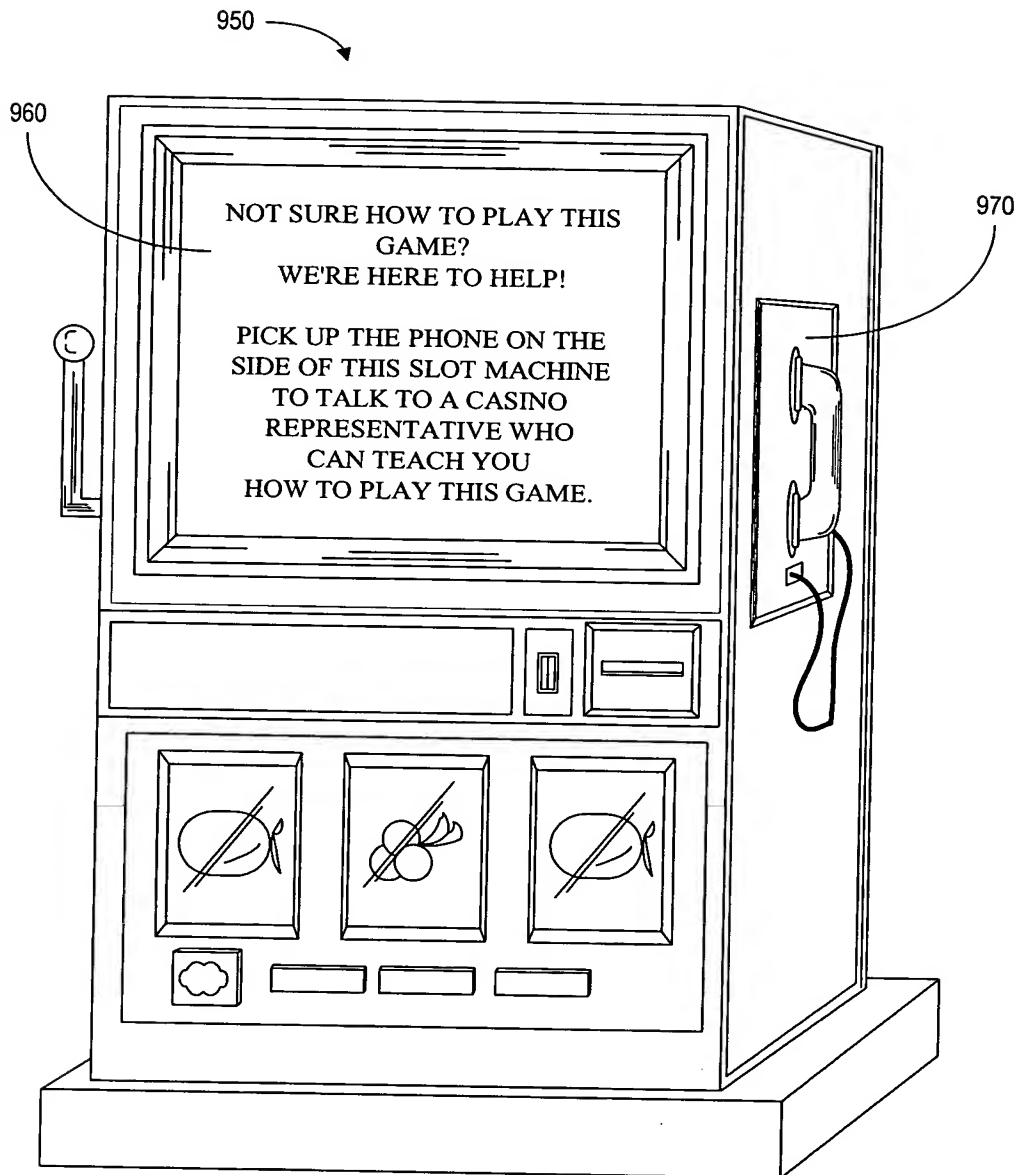


FIG. 9B

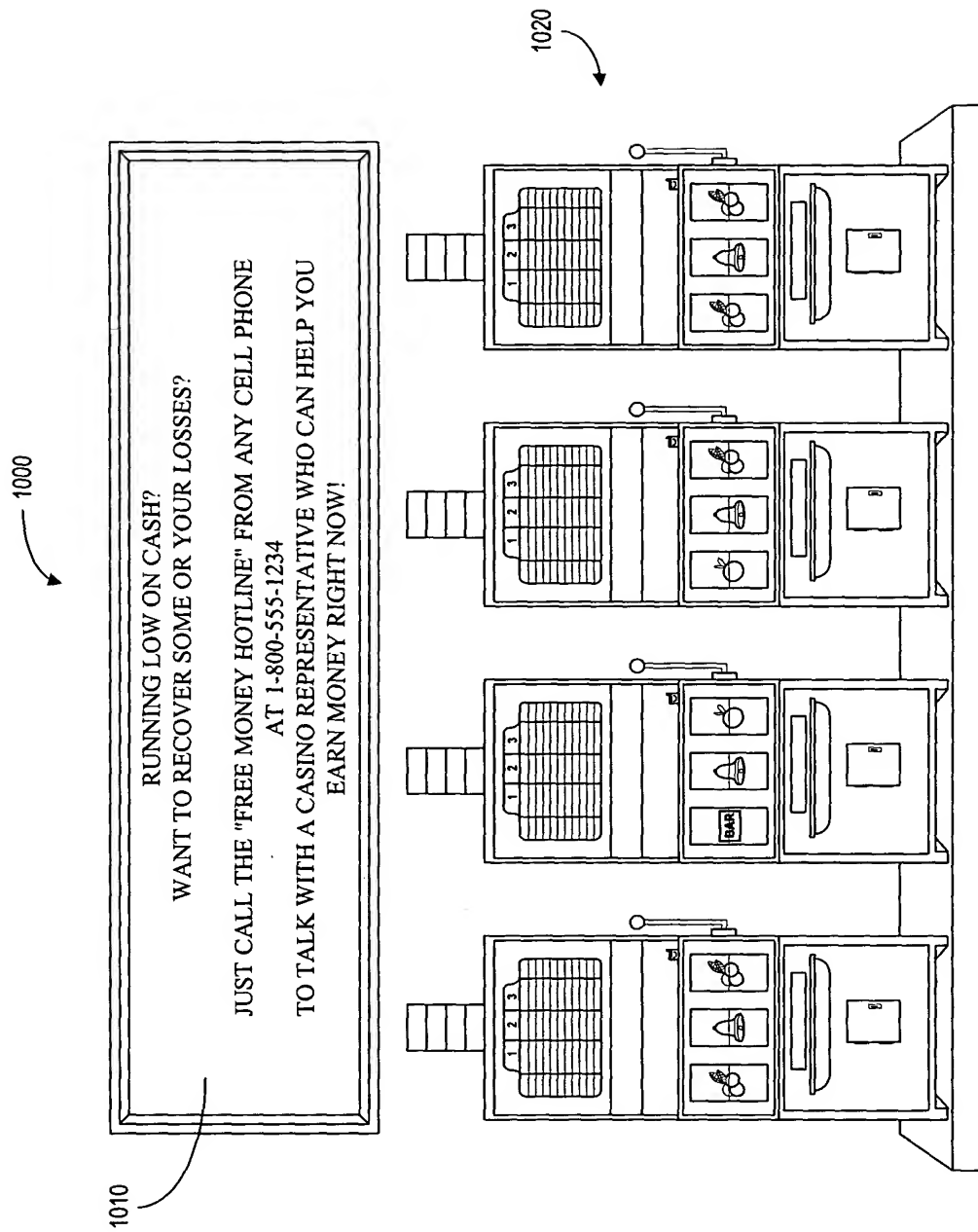


FIG. 10

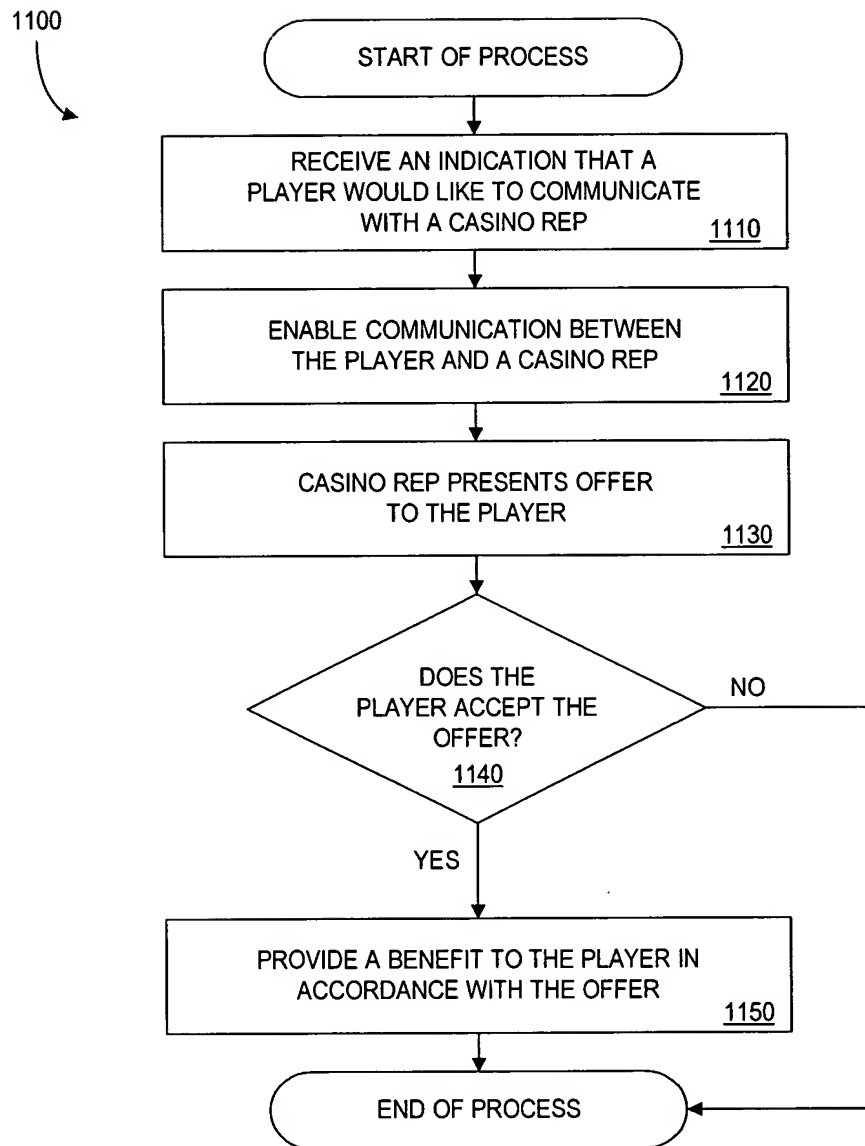


FIG. 11

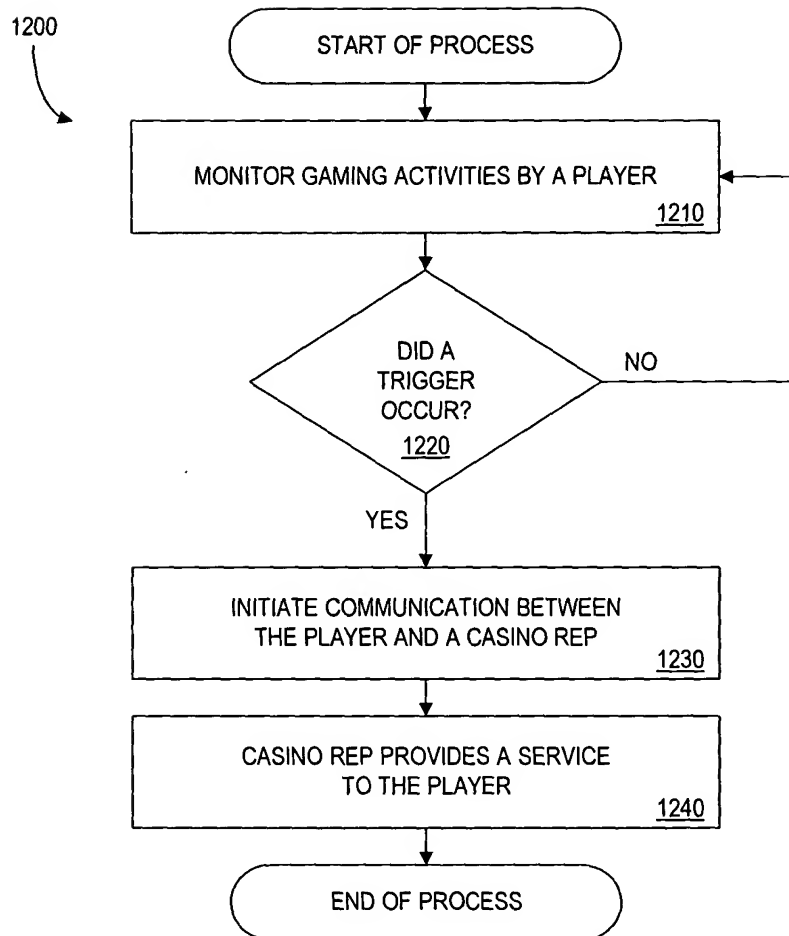


FIG. 12

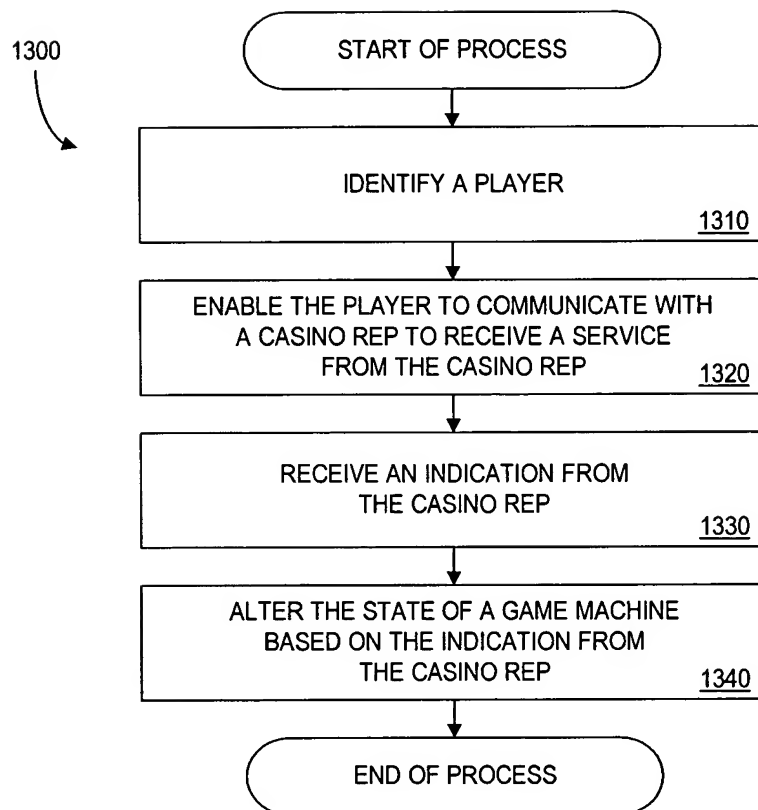


FIG. 13



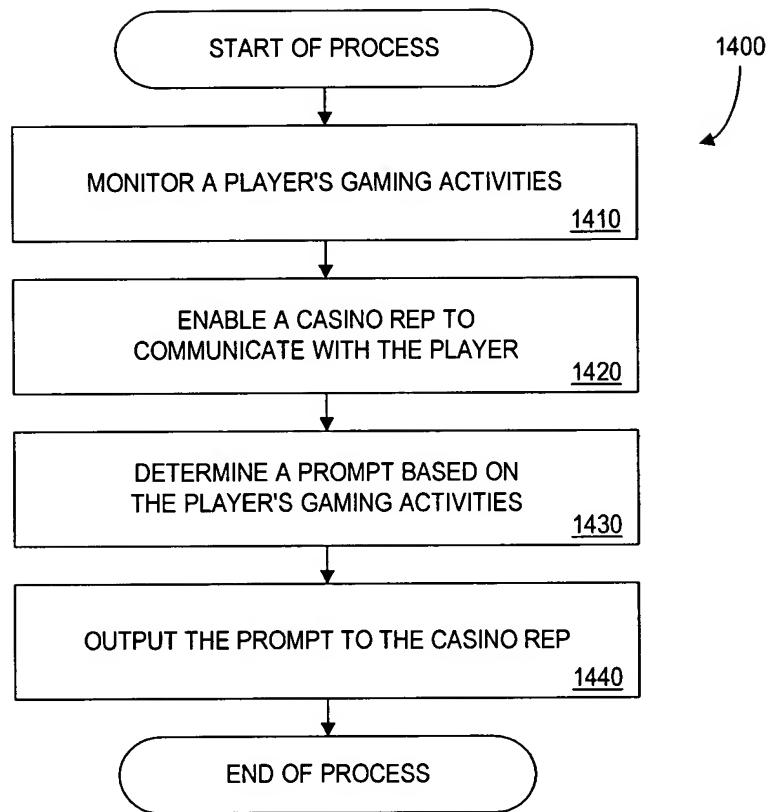


FIG. 14